



**MANION**

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# Annual Report Card 2013

Manion continues to move forward with progressive solutions that put our clients first. We strive for excellence in everything that we do, from our state of the art technology to our highly personalized service.

This report illustrates our commitment to offer unique, value added solutions and outstanding customer service. We continue to invest in you, our valued clients. Thanks to our clients and staff for another incredible year.

## Manion Milestones

- Introduced Individual Insurance Products
- Developed a new personalized 2013 Pension Benefit Statement
- Moved servers and phone system to a secure hosted facility in Ontario, resulting in improved security and business continuity
- Improved our Contact Centre service capabilities by investing in a new phone system and software
- Developed Health Spending Accounts functionality
- Launched Manion Magazine, a new company newsletter

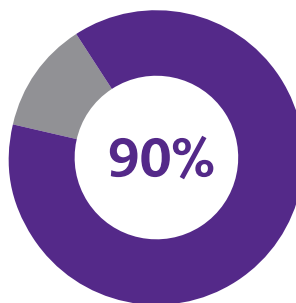
## Contact Centre

Responded to:

**10,257**  
online queries

**107,058**  
total calls

**39** seconds  
Average Wait Time per call



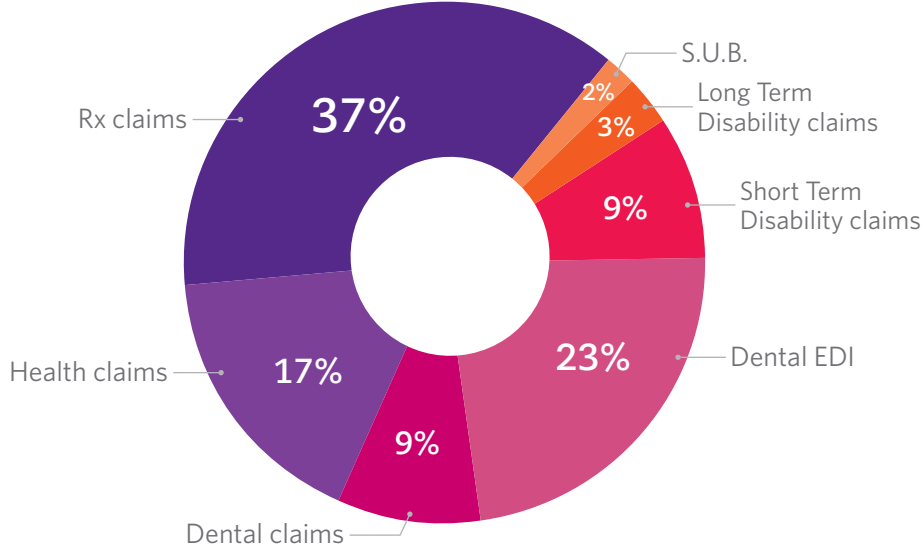
One Call Solution





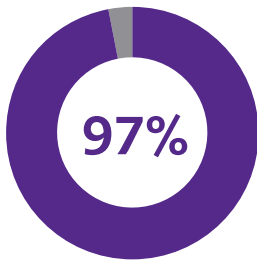
## Claims Processing

100% of Health, Dental, Disability Claims processed in less than 5 days

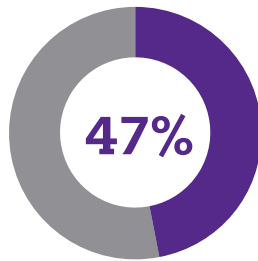


## Administration

Online Access and Direct Deposit are widely used



of Members/  
Employees have  
Online Access



of payments  
issued using  
Direct Deposit



of enrolments  
processed  
within 5 days

We produced:



**202,743**  
cheques

We made:



**180,143**  
payments by Direct Deposit

## Life / Disability

**215**

Life claims processed

**2,423**

Disability claims adjudicated

## Pension

**1,878**

Pension Calculations

**127**

Pre-Retirement Information Sessions

## Accounting

**55%**

of all remittances loaded electronically

## Audit Results

The Insurer Audits consistently rate us as “exceeding the required standards” with results ranging from **95%–99%** on accuracy, timelines and customer service.

Manion is audited annually by the firms representing our Clients. Results of these audits consistently rank us in the higher percentile for the Industry.

We Care,  
You Benefit.

ManionWilkins.com